UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55.1 Measurement
Average Installation Interval – DSL
Definition:
Average business ~~calendar~~ days from application date to completion date for N, ~~T~~, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.
Exclusions:
• Exclude orders that are ~~not~~ MN, or T~~, or C~~.[36] • ~~Excludes customer requested due dates greater than the offered interval~~. • Excludes customer caused misses. • Excludes Weekends and Holidays • Excludes > 20 DSL loops per order or per end use location with conditioning.
Business Rules:
The Application Date is: (1) if the CLEC does not authorize necessary conditioning, if any, on the initial LSR, the date ~~day~~ that the CLEC ~~customer~~ authorizes SWBT to provision the DSL based on the loop qualification; or (2) if the CLEC authorizes necessary conditioning, if any, on the initial LSR, the date that SWBT generates loop makeup information, or the date on which the appropriate loop qualification interval expires, whichever is shorter. If the loop qualification determines that no conditioning is required, SWBT will initiate the service order when the loop qualification is returned from SWBT engineering and this date will be the application date. If conditioning is required, and a CLEC has not authorized necessary conditioning on the initial LSR, SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SWBT will issue the order and the application date will be the date that SWBT receives the supplement. The Completion Date is the date on which a successful Acceptance Test occurs. A completed order is an order that successfully passes an Acceptance Test.[37] ~~day that SWBT personnel complete the service order activity~~. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.
Levels of Disaggregation:

[36] These proposals are based on Rhythms' and Covad's understanding of the definition of each activity indicator.

[37] The DOJ explains that the issue of when an installation is complete is subject to dispute, unless there is a valid method of defining the completion. The DOJ suggest joint acceptance testing. DOJ Evaluation at 16-17. The terms and conditions of Acceptance Testing are stated in the Covad/SWBT Agreement, DSL Attachment, §7.

For every PSD mask:
< 20 loops per order or per end use location without conditioning
< 20 loops per order or per end use location with conditioning
> 20 loops per order or per end use location without conditioning
~~Loops requiring conditioning and loops requiring no conditioning.~~

Calculation:	**Report Structure:**
[Σ(number of business dates between completion date and – application date)] ÷ (Total number of orders completed)	Reported for CLEC, SWBT DSL Retail, SWBT DSL Affiliate, and all CLECs.

Measurement Type:

Tier 1 – Yes
Tier 2 – Yes

Benchmark:

~~Parity with SWBT~~
< 20 loops per order or per end use location w/out conditioning – 3 business days, or parity with SWBT Retail DSL tariff or SWBT DSL affiliate, whichever is shorter.
< 20 loops per order or per end use location w/ conditioning – 10 business days or parity with SWBT Retail DSL tariff or SWBT DSL affiliate, whichever is shorter
>20 loops per order or per end use location w/out conditioning – 15 business days or parity with SWBT Retail DSL Tariff or SWBT DSL Affiliate, whichever is shorter.

55.2 Measurement

Percent xDSL loop orders requiring conditioning

Definition:

The percentage of all xDSL loops ordered that require conditioning to provision xDSL services.

Exclusions:

- None

Business Rules:

The percentage of all orders for 2-wire analog xDSL loops and 4-wire analog xDSL loop that require conditioning to provision xDSL services.

Levels of Disaggregation:

All PSD Masks 1 through 7
Percentage of all 2-wire analog xDSL UNEs
Percentage of all 4-wire analog xDSL UNEs

Calculation:	Report Structure:
[Σ(number of 2-wire analog xDSL UNEs requiring conditioning] ÷ (Total number of orders for 2-wire analog xDSL UNEs completed) [Σ(number of 4-wire analog xDSL UNEs requiring conditioning] ÷ (Total number of orders for 4-wire analog xDSL UNEs completed)	Reported for CLEC, SWBT DSL Retail, SWBT DSL Affiliate, and all CLECs.

Measurement Type:

Tier 1 – Yes
Tier 2 – Yes

Benchmark:

Diagnostic only. Rhythms and Covad will propose appropriate benchmarks at the scheduled 6-month review.

56. Measurement	
Percent Installations Completed Within "X" Days	
Definition:	
Percent installations completed within "X" business days excluding customer caused misses and customer requested due date greater than "X" business days.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than "X" business days as set out below. • Excludes customer caused misses.	
Business Rules:	
See Measurement No. 55	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	**Report Structure:**
Count of N, T, C orders installed within business "x" business days ÷ total N, T, C orders) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	

Benchmark:

95% within "X" days

- 2 Wire Analog and Digital and INP (1-10) – 3 Days
- 2 Wire Analog and Digital and INP (11-20) – 7 Days
- 2 Wire Analog and Digital and INP (20+) – 10 Days
- DS1 loop(includes PRI) (1-10) – 3 Days
- DS1 loop(includes PRI) (11-20) – 7 Days
- DS1 loop(includes PRI) (20+) – 10 Days
- ~~XDSL loop (1-10) – 3 Days~~
- ~~XDSL loop (11-20) – 7Days~~
- ~~XDSL loop (20+) – 10 Days~~
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days

Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB

56.1 Measurement	
Percent Installations Completed Within "X" Days – DSL Orders	
Definition:	
Percent installations completed within "X" business days excluding customer caused misses and customer requested due date greater than "X" business days.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are M and T. • Excludes orders for which customer requests a provisioning interval (*i.e.*, the interval between Acceptance Date and the Completion Date, as defined in PM 55.1) that is greater than "X" business days as set out below. • Excludes orders in which a SWBT field technician could not access the necessary point of installation at the customer premise because of customer premise conditions.	
Business Rules:	
See Measurement No. 55.1	
Levels of Disaggregation:	
DSL Loop DSL Loop w/port DSL Loop w/line sharing	
Calculation:	**Report Structure:**
Number of N and C DSL orders installed within business "x" business days ÷ total N and C DSL orders) * 100	Reported for CLEC, all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	

Benchmark:

95% within "X" days

- XDSL loop w/out conditioning (1-20) – 3 Business Days[38]
- XDSL loop w/conditioning (1-20) – 10 Business Days[39]
- XDSL loop w/out conditioning (20+) – 15 Business Days[40]
- XDSL loop w/ conditioning (20+) – ICB

[38] The benchmark for this measurement is the number of days, or parity with SWBT DSL Retail Tariff or provided to SWBT DSL Affiliate, whichever is shorter.

[39] The benchmark for this measurement is the number of days, or parity with SWBT DSL Retail Tariff or provided to SWBT DSL Affiliate, whichever is shorter.

[40] The benchmark for this measurement is the number of days, or parity with SWBT DSL Retail Tariff or provided to SWBT DSL Affiliate, whichever is shorter.

Rhythms and Covad recommends deletion of this Measurement as it is now captured in PM 1, as modified.

~~**57. Measurement**~~	
~~Average Response Time for Loop Makeup Information~~	
~~**Definition:**~~	
~~The average time required to provide loop qualification for ADSL.~~	
~~**Exclusions:**~~	
~~None~~	
~~**Business Rules:**~~	
~~The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.~~	
~~**Levels of Disaggregation:**~~	
~~ADSL or other DSL as determined by the Public Utility Commission of Texas.~~	
~~**Calculation:**~~	~~**Report Structure:**~~
~~Σ(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications~~	~~CCLEC, All CLECs and SWBT.~~
~~**Measurement Type:**~~	
~~Tier 1 – Low~~ ~~Tier 2 – Medium~~	
~~**Benchmark:**~~	
~~Parity~~	

58. Measurement	
Percent SWBT Caused Missed Due Dates	
Definition:	
Percentage of UNEs (8db loops are measured at an order level) where installations are not completed by the negotiated due date.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer caused misses.	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail. For DSL loops, this measurement is reported at an order level.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties (Field Work and No Field Work) - DSL loops - DSL Loops w/port - DSL Loops w/ line sharing	
Calculation:	**Report Structure:**
Count of UNEs (8db loops and DSL Loops are measured at an order level) with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8db loops and DSL Loops) *100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.

Measurement Type:	
Tier 1 – High	
Tier 2 – High	
Benchmark:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res/Bus FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res/Bus NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops	POTS (Res/Bus NFW)~~DS1~~[41]
14. DSL Loops w/line sharing	POTS (Res/Bus NFW)
15. DSL Loops w/ port	POTS (Res/Bus NFW)

[41] The benchmark for Items 13, 14, and 15 should be the Retail Comparison listed, or parity with SWBT DSL Retail or provided to SWBT DSL Affiliate, whichever is less.

59. Measurement

Percent Installation Reports (Trouble Reports) Within 30 Days (1~~1~~-30) of Installation

Definition:

Percentage of UNEs (8db loops are measured at an order level) that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes Non-measured reports (CPE, Interexchange, and Information reports).
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes trouble report received on the due date before service order completion.
- Excludes orders that are not N, T, or C.

Business Rules:

A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an add in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail. For DSL Loops, DSL Loops with line sharing, and DSL Loop w/port, this measurement is reported at an order level.

Levels of Disaggregation:

UNEs contained in the UNE price schedule, and/or agreed to by parties.
DSL Loops
DSL Loops w/port
DSL Loops w/line sharing

Calculation:	Report Structure:
(Count of UNEs (8db loops and DSL Loops are measured at an order level) that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNEs (total orders for 8db loops and DSL Loops)) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

See Measurement 58

59.1 Measurement

Provisioning Trouble Reports (Prior to Service Order Completion)

Definition:

Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.

Exclusions:

- Excludes CPE and IEC/CLEC caused troubles.
- Excludes Subsequent reports
- Excludes Message Reports (circuit reports for which ILEC has no records).
- Excludes ILEC employee-generated reports

Business Rules:

A trouble report is counted if it is received (via customer or indirectly by CLEC) from the time that the service order creation through and including the date of service order completion.

Levels of Disaggregation:

Resale, UNE Loop, UNE port and PNP and/or agreed to by parties.
By Affecting Service and Out of Service
DSL Loop
DSL Loop w/port
DSL Loop w/line sharing

Calculation:	Report Structure:
Number of trouble reports that occur from the time of service order creation up through and included the date of service order completion/Total Number of service orders in reporting period	Reported for CLEC, all CLECs, SWBT (if analog applies), SWBT DSL Retail, and SWBT DSL Affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Parity:

Resale – parity with SWBT retail services
UNE Loop – parity with SWBT retail services (outside plant disposition codes)
UNE Port – parity with retail services (central office disposition codes)
DSL Loop, DSL Loop w/port, and DSL Loop w/line sharing parity with SWBT DSL Retail or SWBT DSL Affiliate, whichever is lower

60. Measurement	
Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C.	
Business Rules:	
Any completion date that is greater than the due date with a SWBT lack of facilities missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail. For DSL Loops and DSL Loops w/port, this measurement is reported at an order level.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. DSL Loops DSL Loops w/port DSL Loops w/ line sharing	
Calculation:	**Report Structure:**
Count of UNEs (8db loops and DSL Loops are measured at an order level) with missed committed due dates due to lack of facilities ÷ total UNEs (total orders for 8db loops and DSL Loops) * 100	Reported by CLEC, all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate -Reported for > 30 calendar days & > 90 calendar days.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
See Measurement No. 58	

60.1 Measurement	
Percent of Loop Orders Rejected Due to Lack of Facilities	
Definition:	
Percentage of UNEs (8db and DSL loops are measured at an order level) Loops rejected due to lack of facilities. .	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C.	
Business Rules:	
Any loop order that is rejected because of the lack of facilities, including, but not limited to rejection because of existence of DLC. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail. For DSL Loops and DSL Loops w/port, this measurement is reported at an order level.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. DSL Loops DSL Loops w/port DSL Loops w/ line sharing	
Calculation:	**Report Structure:**
Count of UNEs (8db loops and DSL Loops are measured at an order level) rejected due to lack of facilities ÷ total UNEs (total orders for 8db loops and DSL Loops) * 100	Reported by CLEC, all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate Reported for > 30 calendar days & > 90 calendar days.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
See Measurement No. 58	

61. Measurement

Average Delay Days for Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed UNEs (8db and DSL loops are measured at an order level) orders due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail. For DSL loops, DSL Loops w/ line sharing, and DSL loops w/port, this measurement is reported at an order level.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.

DSL Loops
DSL Loops w/port
DSL Loops w/line sharing

Calculation:	Report Structure:
Σ(Completion date – committed UNE (8db loops and DSL Loops are measured at the order level) due date) ÷ (# of completed UNEs (total completed orders for 8db loops and DSL Loops) with SWBT caused missed due dates due to lack of facilities)	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for UNEs contained in the UNE price schedule or DSL Appendix.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

See Measurement No. 58

62. Measurement

Average Delay Days For SWBT Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed UNEs (8db loops are measured at an order level).

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

See Measurement 58

Calculation:	Report Structure:
∑(Completion date – committed UNE (8db loops and DSL Loops are measured at the order level) due date) ÷ (# of posted UNEs (total completed orders for 8db loops and DSL Loops) with SWBT caused missed due dates)	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.

Measurement Type:

Tier 1 – Medium
Tier 2 – None

Benchmark:

See Measurement No. 58

63. Measurement	
Percent SWBT Caused Missed Due Dates > 30 days	
Definition:	
Percentage of UNEs (8db loops are measured at an order level)where installation was completed greater than 30 days following the due date, excluding customer caused misses. DSL Loop UNEs measured at order level.	
Exclusions:	
Specials and Interconnection Trunks	
Business Rules:	
See Measurement No. 58 (note: Rhythms proposed change to PM 58)	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. DSL Loops DSL Loops w/ ports DSL Loops w/ line sharing	
Calculation:	**Report Structure:**
(Count of UNEs (8db loops and DSL Loops are measured at an order level) completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of total UNEs (total orders for 8db loops and DSL Loops)) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
See Measurement No. 58	

64. Measurement	
Count of Orders Canceled After the Due Date Which Were Caused by SWBT – UNE – Provisioning	
Definition:	
A count of the total number of orders that were canceled after the order became due. Only orders canceled with SWBT missed codes are included.	
Exclusions:	
None	
Business Rules:	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. DSL Loops DSL Loops w/ port DSL Loops w/line sharing	
Calculation:	**Report Structure:**
The count of orders cancelled where Cancel Date is > Due Date	The count will be divided into 1-30, 31-90 and > 90. Reported for individual CLECs, ~~and~~ the aggregate of all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic. No benchmark required.[42]	

[42] Rhythms and Covad reserve the right to seek, if needed, a benchmark and measurement type for this measurement at the 6-month check-in.

Maintenance

65. Measurement	
Trouble Report Rate	
Definition:	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes Non-measured reports (CPE, Interexchange, and Information reports). • Excludes UNE Combos captured in the POTS or Specials measurements.	
Business Rules:	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. DSL Loops DSL Loops w/port DSL Loops w/line sharing	
Calculation:	**Report Structure:**
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 58	

66. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percentage of trouble reports not cleared by the commitment time for SWBT reasons.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes all UNE Combos other than 8db loops with test access.	
Business Rules:	
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
"POTS type" loops (2-Wire Analog 8dB Loop) with test access. DSL Loops DSL Loop w/port DSL Loops w/line sharing	
Calculation:	**Report Structure:**
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs, SWBT DSL Retail, SWBT DSL Affiliate, and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT POTS Business and Residence combined. DSL Loops, DSL Loops w/port, or DSL Loops w/line sharing: 5 hours or parity with SWBT DSL Retail or SWBT DSL Affiliate, whichever is shorter.	

67. Measurement	
Mean Time To Restore	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.	
Exclusions:	
See Measurement No. 65	
Business Rules:	
The start time is when the report is received. The stop time is the stop time is when the report is cleared in WFA.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. Also disaggregated by Dispatch/No Dispatch. DSL Loops DSL Loops w/port DSL Loops w/line sharing	
Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC, all CLECs, SWBT DSL Retail, SWBT DSL Affiliate, and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 58. For DSL Loops and DSL Loops w/port - < 2hour dispatch: , 4 hour MTTR For DSL Loops w/line sharing - < 2 hours (MTTR)	

68. Measurement	
Percent Out Of Service (OOS) < "X" Hours	
Definition:	
Percentage of OOS trouble reports cleared in less than 24 hours.	
Exclusions:	
See Measurement No. 65	
Business Rules:	
The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours. All WFA specials trouble tickets are considered to be OSS.	
Levels of Disaggregation:	
By "POTS like" loop (2-Wire Analog 8dB Loop) with test access. DSL Loops DSL Loops w/ port DSL Loops w/line sharing Trouble found in Central Office Trouble found in Loop	
Calculation:	**Report Structure:**
(Count of UNE OOS trouble reports < 24 hours ÷ total number of UNE OOS trouble reports) * 100	Reported for CLEC, all CLECs, SWBT DSL Retail, SWBT DSL Affiliate, and SWBT.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with SWBT POTS Business and Residence combined. DSL Loops, DSL Loops w/port – parity with SWBT Retail DSL or SWBT DSL Affiliate, whichever is lower DSL Loops w/line sharing – parity with SWBT POTS Business and Residence combined	

69. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
See Measurement No. 65	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. DSL Loops DSL Loops w/ port DSL Loops w/line sharing	
Calculation:	**Report Structure:**
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, SWBT DSL Retail, SWBT DSL Affiliate, and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 58	